



Government of Canada Gouvernement du Canada

## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number - Numéro du poste	Position Title - Titre du poste Superintendent
Position Classification - Classification du poste FB 05	National Occupation Code - Code national des professions
Department/Agency - Ministère/organisme Canada Border Services Agency	Effective Date - Date d'entrée en vigueur 2007-02-21
Organizational Component - Composante organisationnelle Operations Branch	
Geographic Location - Lieu géographique NATIONAL	Job/Generic Number - Numéro d'emploi / de générique FBC001
Supervisor Position Number - Numéro du poste du surveillant	Supervisor Position Title - Titre du poste du surveillant
Supervisor Position Classification - Classification du poste du surveillant	
Language Requirements - Exigences linguistiques	Linguistic Profile - Profil linguistique
Communication Requirements - Exigences en matière de communication	
Office Code - Code de bureau	Security Requirements - Exigences en matière de sécurité

Superintendent

Page 1 of 7

Date Created: 2006-11-09  
Last Modified: 2007-01-31

## **Client Service Results - Résultats axés sur le service à la clientèle**

Management of Border Protection through the efficient screening and examination of people, goods and conveyances entering Canada resulting in the protection of Canadian society and the Canadian economy, contribution to the competitiveness of Canadian business, and facilitation of legitimate international travel and trade.

### **Key Activities - Activités principales**

Manages multi-disciplinary teams in diverse geographic urban and rural areas engaged in the inspection, and examination of people, goods, and conveyances for the purpose of Border Protection.

Manages human and financial resources in a 7/24 shift operation. Takes action on staff relations issues, interpersonal conflicts and client complaints. Monitors and makes recommendations on traffic flow and administrative duties.

Manages risk within the Canada Border Services work environment to achieve effective Border Protection. Authorizes seizures, arrests, detentions and physical searches.

Manages and participates in national, regional and local change initiatives and pilots to meet the Canada Border Services Agency mission, vision, values and strategic objectives. Recommends modifications to the initiatives and pilots.

Determines/re-determines eligibility for refugee claims under the *Immigration and Refugee Protection Act*. Authorizes release and imposes terms and conditions, authorizes cases for admissibility hearings and signs directions and warrants.

Ensures that effective relationships are maintained with the public, private enterprise and partner federal government departments and agencies.

### **Employee's Statement - Déclaration de l'employé**

I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

### **Supervisor's Statement - Déclaration du surveillant**

This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Signature of Supervisor - Signature du surveillant

Date

### **Authorization - Autorisation**

Name of Manager - Nom du gestionnaire

  
Manager's Signature - Signature du gestionnaire

Date

## **Skill - Habilétés**

A knowledge of management principles and practices is required to direct and control teams of officers operating on a shift basis, 24 hours per day, seven days per week, delivering multiple programs to achieve divisional and national objectives propagated by the Agency's border protection mandate.

Knowledge of the techniques and practices associated with interviewing, inspecting and examining people, goods and conveyances is required to achieve the mission of border protection. As well knowledge of threat and risk assessment practices, situation diffusion techniques and Use of Force procedures is required for effective management and direction of officers involved in deterring border related criminality.

Knowledge is also required of international political and socio-economic conditions and the effects that these conditions have on immigration patterns as well as knowledge of the disease and pest status of all countries in regards to the *Plant Protection Act* and the *Health of Animal Act*.

The work requires knowledge of the legislation administered by the CBSA and working knowledge of other federal legislation and the regulations related to 60 other acts. Knowledge of the *Criminal Code* and the *Canadian Charter of Rights and Freedoms* is required to properly use powers of arrest and detention.

In depth knowledge of CBSA staff relations practices and procedures is required to improve and maintain harmonious and productive union/management relationships, to be able to respond to first level grievances and to provide input on union/management issues and grievances to senior management.

Knowledge of the organization, mission, administrative processes of the district is required. Knowledge is required of regional units such as the Intelligence, Investigations and Inland Enforcement Divisions to effect further investigation and prosecution of offences and the development of intelligence information. Knowledge of other federal departments and law enforcement agencies is required to maintain effective partnerships and working relationships.

Reviews and analyzes expenditure reports concerning overtime, and operating budgets. Based on this analysis develops estimates and makes recommendations for future budget submissions. Analyzes budget updates and prepares cost-benefit analysis on operational programs for use by district or regional management.

Performs regular analysis of reports, directives, technical information, intelligence reports and information and changes in complex legislation and interprets this information for the use of subordinates.

Internal and external databases are examined to assess risk of incoming or outgoing travellers, goods and conveyances. This information is analyzed and a hypothesis established upon which threats are conceptualized for the use of CBSA and other law enforcement agencies. The threats identified cover all the programs delivered by the CBSA.

Superintendent

Page 4 of 7

Date Created: 2006-11-09  
Last Modified: 2007-01-31

Analyses the trends in view of Agency enforcement and other strategies, to define operational and training needs and to plan future activities.

Analyses proposed national and regional programs, policy and procedures to provide comments to senior CBSA representatives. Recommendations are made on the operational impacts of proposals that will affect service delivery and all CBSA programs from a local, district, regional, and national perspective.

Communication skills are required to question or advise people who are agitated or violent. Communication skills including interviewing and interrogation techniques must be adapted in order to obtain information from non-co-operative individuals.

The work requires providing information and explaining CBSA and other government regulations and requirements to international travellers and others to ensure their full understanding and compliance with the requirements pertaining to the entry of persons and goods into Canada. Public speaking and presentation skills as well as written communications skills are required when explaining legislation and regulations to the public, media and representatives of other government departments.

Communication skills are used when there has been a complaint and there must be mediation between the client and subordinates. These skills are used to resolve differences of opinion or misunderstandings and to clarify courses of action.

### **Effort - Efforts**

Occasionally uses personal protection and use of force techniques for the restraint and disarming of violent individuals requiring physical dexterity and eye-hand coordination.

Strength and dexterity are occasionally required to operate vehicles or boats.

Stands for prolonged periods occasionally observing the work of employees. Occasionally sits at a computer keyboard completing reports and accessing databases.

### **Responsibility - Responsabilités**

Interprets and explains CBSA legislation, regulations and requirements to the public in contentious situations which arise from a misunderstanding or lack of knowledge of the law. Gathers and prepares information required in the investigation of a complaint or appeal. Resolves disputes regarding Agency requirements or service delivery with members of the public, importers or other government departments.

Manages the activities of multi-disciplinary teams that work shifts 24 hours per day located in various geographic locations. Establishes goals and objectives, monitors and assesses performance. Conducts selection and recruitment processes. Identifies and recommends human resource levels through the determination of operational requirements.

Initiates, chairs, co-ordinates and leads special enforcement activities with local and regional units and other law enforcement agencies.

Makes decisions in complex non-precedent cases resulting in the arrest and detention of clients and in submissions being made to reject/remove persons from Canada. Makes decisions and recommendations that have a direct impact on the entry or prohibition of agricultural commodities.

Forecasts and manages budgets and expenditures for the unit including overtime, student and operating costs. Manages CBSA assets such as vehicles to ensure that they are used in an efficient and economical manner.

Decides if information concerning non-compliance can be exchanged with outside agencies, police forces and other federal departments.

Decides and authorizes the level of care of persons in CBSA custody. This decision ensures that they receive medical attention and food when held for a lengthy duration.  
(Persons smuggling by ingestion that are in detention are at risk of sudden death due to drug overdose.)

Approves personal searches and detentions as required by the Customs act, as suspects have the right to be taken before a senior officer to have the officer decision reviewed. Decisions to authorize personal searches can often be based on vague and abstract information based on historical data that formulate reasonable suspicion. Ensures that people to be searched understand their legal and Charter rights to contact counsel.

Decisions are made on the appropriate level of investigation or recourse required to address issues that arise involving officer conduct, personality conflict, personal harassment, illegal activity, union management issues and harassment.

### **Working Conditions - Conditions de travail**

There is exposure to irate clients, threats and abuse, potentially violent situations and persons in detention or under arrest. There is no control over when these situations may be encountered and they may occur at locations remote from the main worksites.

The work is performed in a variety of environments including inclement weather, temperature extremes and exhaust fumes at highway and air ports of entry. The work requires exposure to

unpleasant materials or actions when involved with personal searches, the examination of human waste, recovery of abducted children, review of pornography and hate literature and examination of personal effects and goods which can be offensive.

### **Additional Information - L'information additionnelle**

No attachments were found